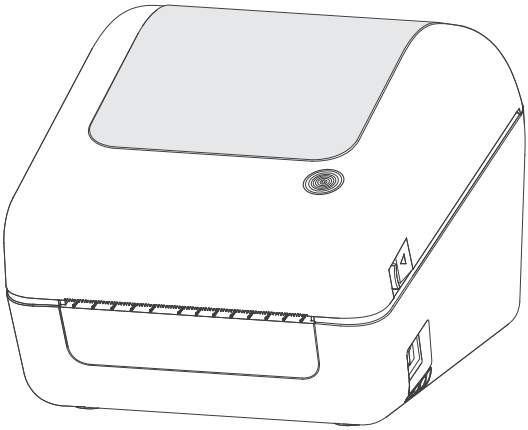
JADENS®



Thermal Label Printer

JD-168BT

User Manual

Version: 2.4

Thanks for choosing us!

Customer Support

Please kindly contact us if you have
any question or concern when installing and using

support@jadens.com

1-833-470-2950
at 10am to 10pm EST

support.jadens.com

How can we help you today?

Enter your questions here

Scan the below QR code to talk with us

Customer Support
Scan or upload this QR code
using the WhatsApp camera
to add us

Extended Warranty

Please contact Warranty@jadens.com to extend the warranty to 3 years with your order No.

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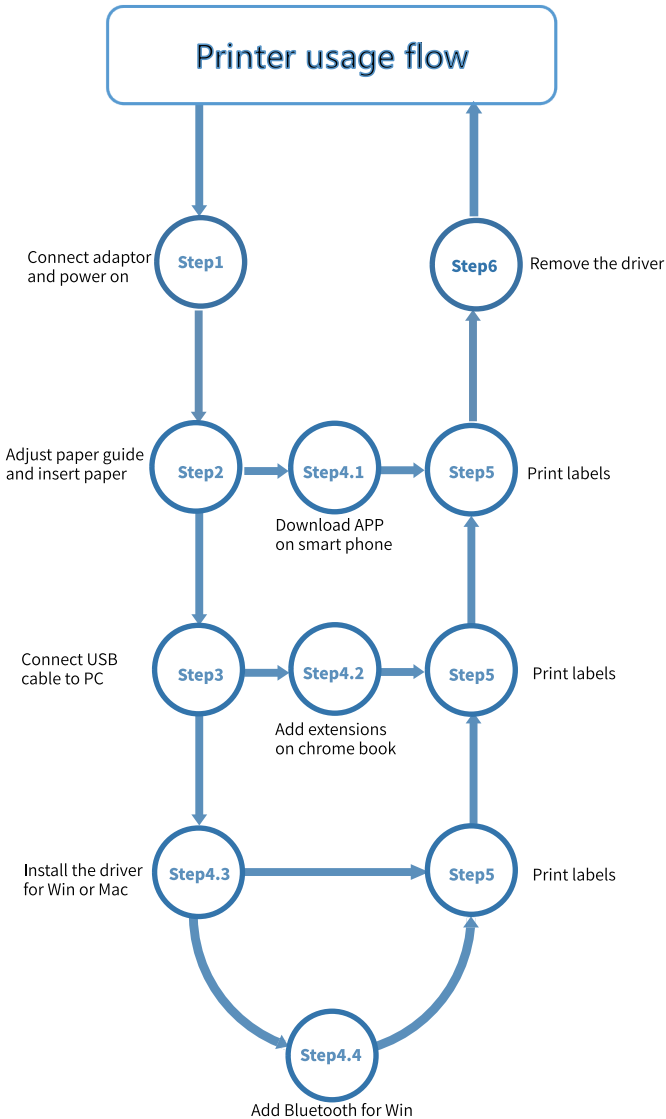
Printer usage flow
Connect adaptor and power on
Step1
Step6
Remove the driver
Adjust paper guide and insert paper
Step2
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Print labels
Download APP on smart phone
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Print labels
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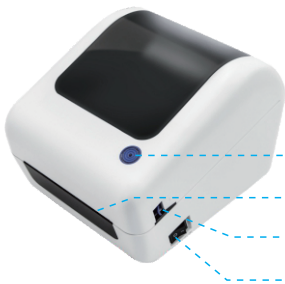
1.Appearance



2.Packing list

- JADENS shipping label printer
- Power adapter
- Power cord
- USB cable
- USB-C to USB adapter: for Mac
- U-disk: instruction video for reference
- User guide
- 1 roll label

Note:
If any accessories missing, please contact us to get support.

3.Printer Connection

Note:

- Ensure the printer is OFF.
- Use original power adapter only in case harm or injure.
- Unplug if no use in a long time.

OFF

ON

1 Ensure the printer is off

2 Attach the power cord to the adapter

3 Connect the power

4 Plug the power cord into the socket

5 Connect the USB cable to the printer

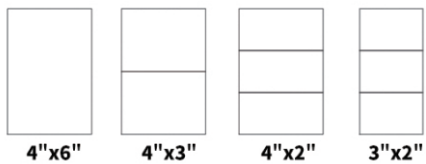
6 Connect the printer and computer

7 Turn the power on

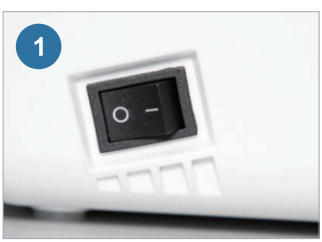
4.The suitable label size

- Jadens printer works with any Thermal Direct Label, and compatible with a width range from 1.57'' to 4.1'' and length over 0.79''
- Ideal for 4''*6''

Label standard size



5.How to feed label



Ensure the printer is off

Pull the release latch to open the cover

Put the roll label in or insert the fan-fold label from outside at the tear-off point, adjust the paper guide to fit the width of paper

Note:
The label you peel off should be facing up (toward the ceiling)

Close the cover. Turn on power.
Jadens is ready to print.

Tips:
Anytime you change your label, run the automatic label identification. Press and hold the feed button until you hear one beep.

6.Installation for Windows

Note:
Recommend to close security software before installation in case of preventing installation, and you can open it again after installation.

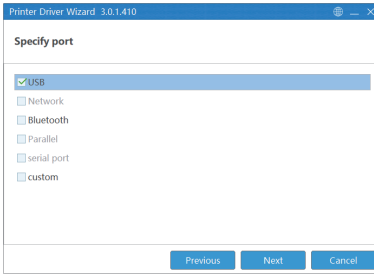
- Win 7 or later √
- Installation guide video in U-disk for better reference.

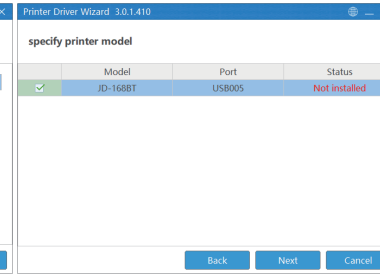
Step1: Install the driver

Step 1.1: Install the driver via USB

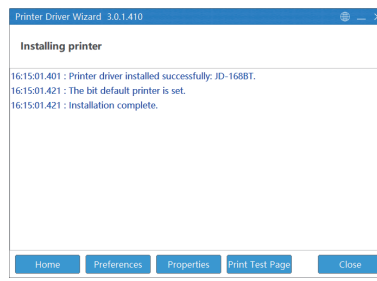
a. Connect power and computer(Please skip this step if you have finished it before.)
b. Install the driver and printer
› Copy the driver in the U-disk(Label Printer Driver .exe) to your PC desk, open and install it as below:

(You can also download 'Driver for Windows (JD-168BT)' from **https://jadens.com/pages/jd168-download-and-video/**
Driver version may be updated, see latest info at **support.jadens.com**.





Finally，if you get to below step, that means you have installed via USB successfully.

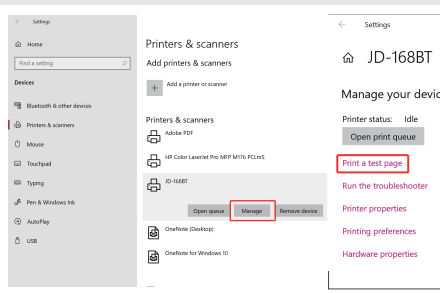


c.After setting up the printer, check your computer if the printer has installed or not.

Go to the 'Setting' > 'Device' > 'Printer & scanner' > 'JD-168BT' > 'Manage' to print a test page and print labels successfully, that means you have set up the printer successfully.

Note:

If you can't print successfully, please restart your computer and printer, then install driver again. Repeat installation will create duplicate copies of the printer in your operating system such as 'JD-168(copy 1, 2...)'



Step 1.2: Install the driver via Bluetooth

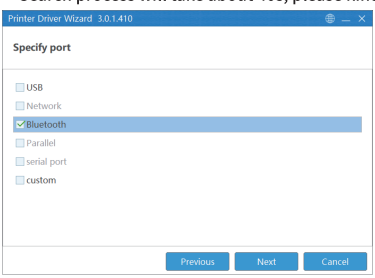
a. Connect power and computer (It is not necessary to connect USB cable.)

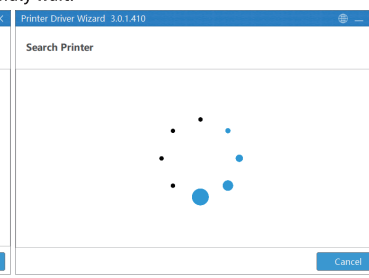
b. Install the driver and printer

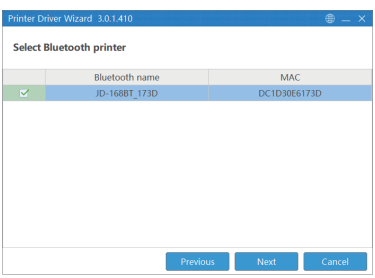
› Copy the driver in the U-disk(Label Printer Driver .exe) to your PC desk, open and install it as below:

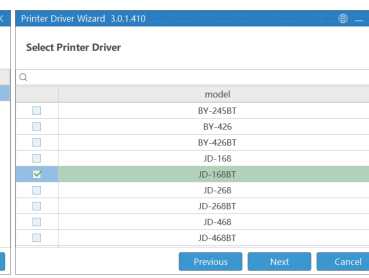
(You can also download 'Driver for Windows (JD-168BT)' from **https://jadens.com/pages/jd168-download-and-video/**
Driver version may be updated, see latest info at **support.jadens.com**.

Search process will take about 40s, please kindly wait.

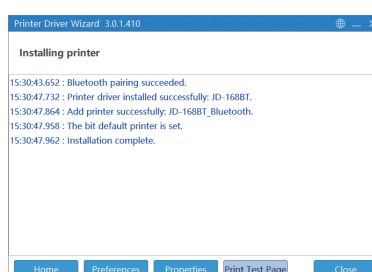








Finally，if you get to below step, that means you have installed via Bluetooth successfully. And you can printer directly.

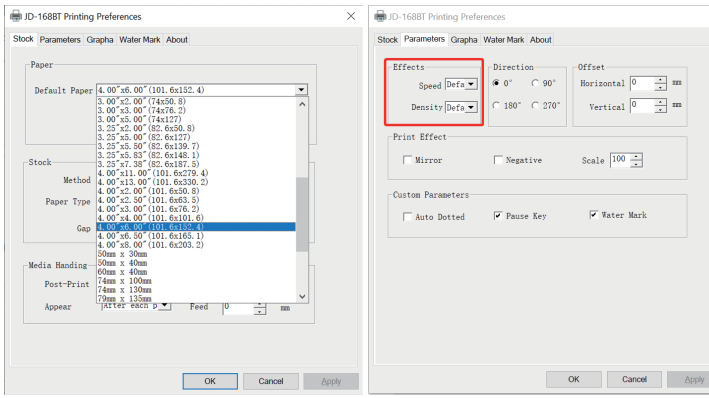


Step2: Setting the paper quality

In this part, you can set the print page size and print speed and density of the label.

a. Go to 'Printing preferences'. In the 'Stock', according to the label size, choose the corresponding page size. Generally, most shipping labels are 4"*6" size.

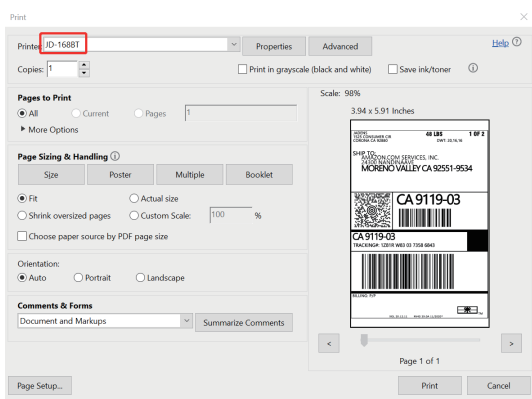
b. In the 'Parameters', you can change the printing speed and printing darkness.



Especially for density, if the labels print out light or not clear, you can change the density.
For Windows system please set the density at 8-12.
For Mac system please set the density at 2-5.

Step3: Print a sample file.

a. Open a PDF file with Adobe, click 'print', ensure you choose the right printer(JD-168BT).



b. You can go to 'properties' , in this dashboard, you can set the page size, printing speed and printing density too.

> **Note:**
> Before printing, please make sure the size of thermal labels you load, and the size settings on devices are same.

c. Preview and check the setting you want, such as print size, print density. Then click 'print'. If you don't have PDF Editor, please search 'Bartender' at support.jadens.com to get the corresponding solution, or directly contact us .

Customer support is available for all your questions through email or hotline.

support@jadens.com phone:1-833-470-2950

7. Installation for Mac

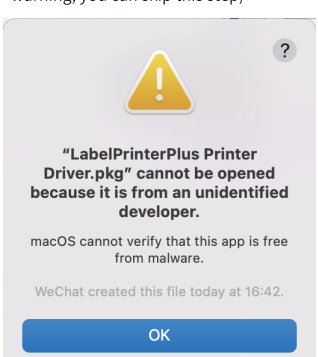
- JADENS is only compatible with MAC OS V 10.9 or later.
- Installation guide video in U-disk for better reference.

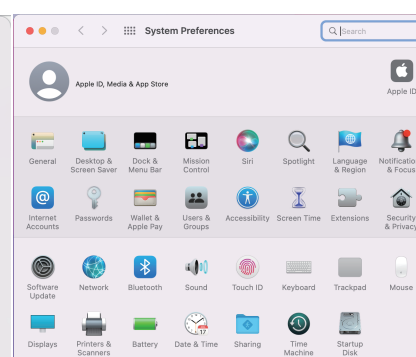
Step1: Install the driver

a. Connect power and computer

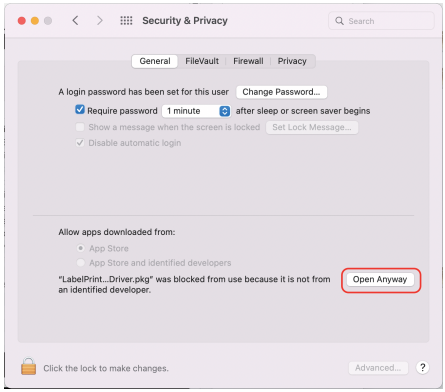
b. Copy driver 'Label Printer Driver.pkg' to desktop and install it.(You can also download Driver for Mac (JD-168BT) from
http://www.jadens.com/support/download/label-printer-drivers/
Driver version may be updated, see latest info at **support.jadens.com**.

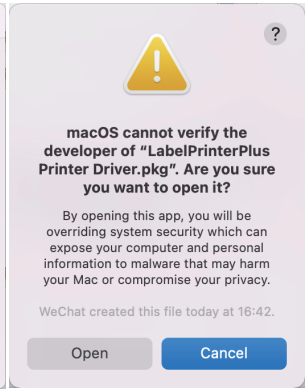
c. Click 'OK' and open 'System Preferences', and click on 'Security & Privacy'. (If you don't see the warning, you can skip this step)


"LabelPrinterPlus Printer Driver.pkg" cannot be opened because it is from an unidentified developer.
macOS cannot verify that this app is free from malware.
WeChat created this file today at 16:42.
OK

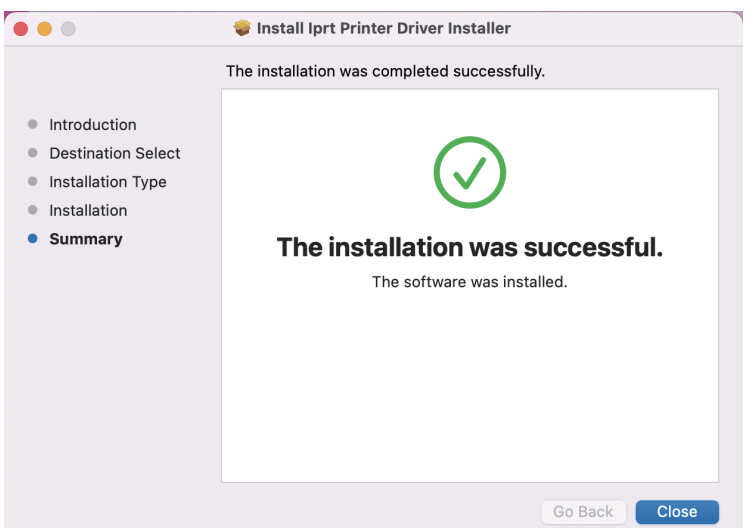


d. Click on 'Open AnyWay' button. Click on 'open' and continue to install the printer.

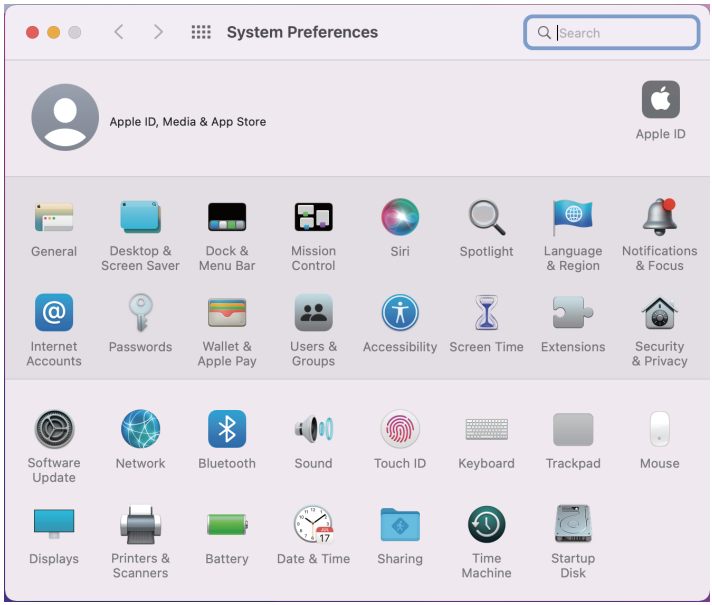



?
macOS cannot verify the developer of "LabelPrinterPlus Printer Driver.pkg". Are you sure you want to open it?
By opening this app, you will be overriding system security which can expose your computer and personal information to malware that may harm your Mac or compromise your privacy.
WeChat created this file today at 16:42.
Open
Cancel

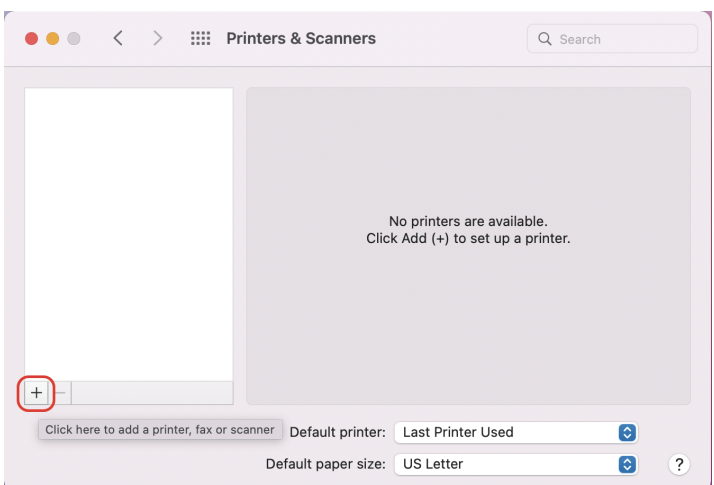
e. Follow the installation steps until you see 'The installation was successful' window.



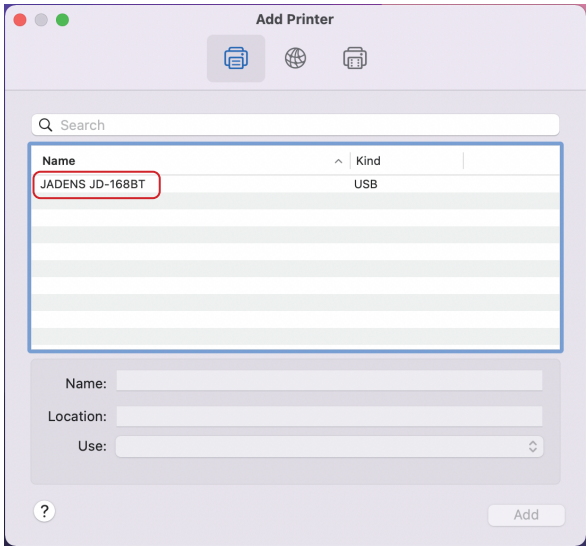
f. Open 'System Preferences' > click 'Printer and Scanners'.



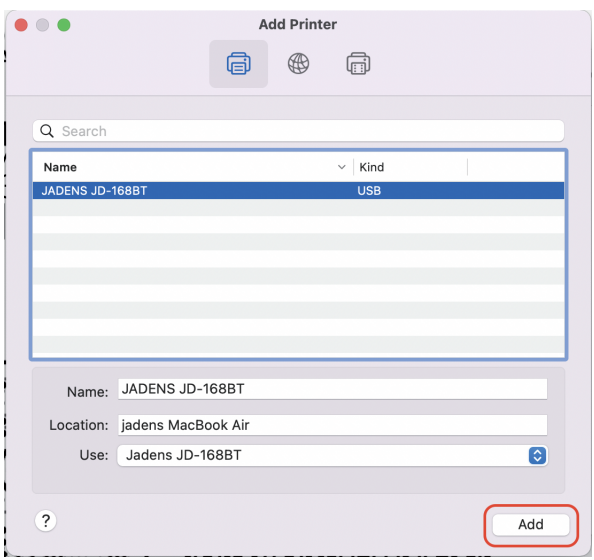
g. Click '+' to add a new printer.

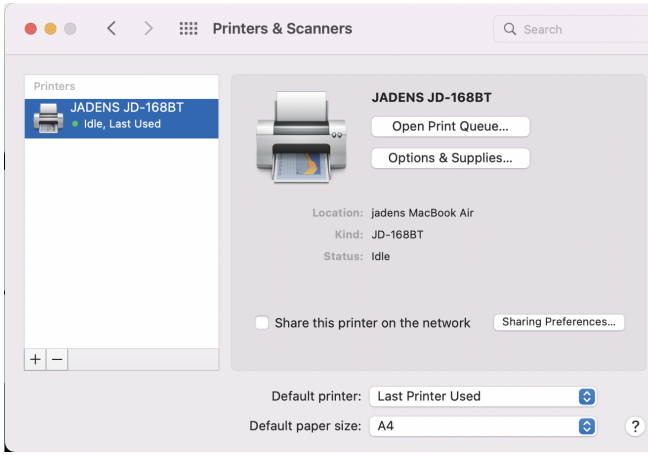


h. Click 'JADENS JD-168'.



i. Click 'Add', now the printer has been installed in your MacBook successfully.





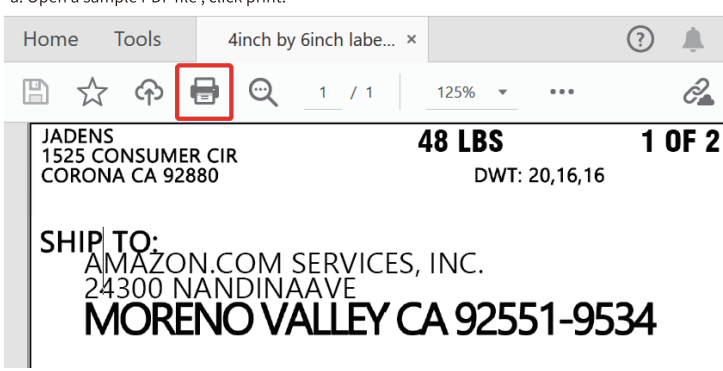
Note:

1. Now you can print directly, if you want to adjust the printing density, printing speed or other parameter, please refer to 'part 9 Printer preference setting'.
2. If you can't print successfully, please restart your computer and install driver again.

Step2: Printer preference setting

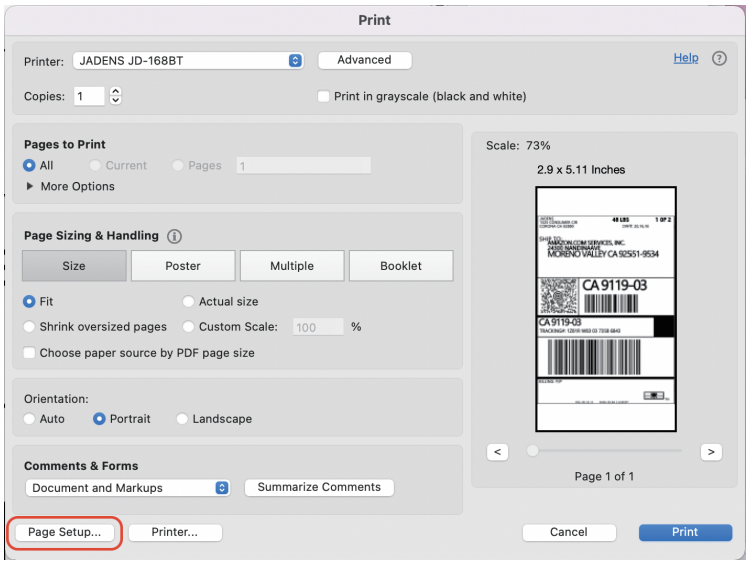
In this step, we will show you how to set the print preference helping you print out well.

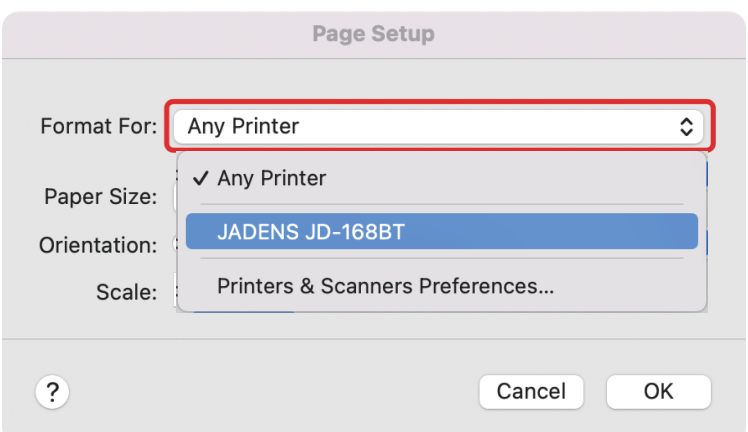
a. Open a sample PDF file , click print.

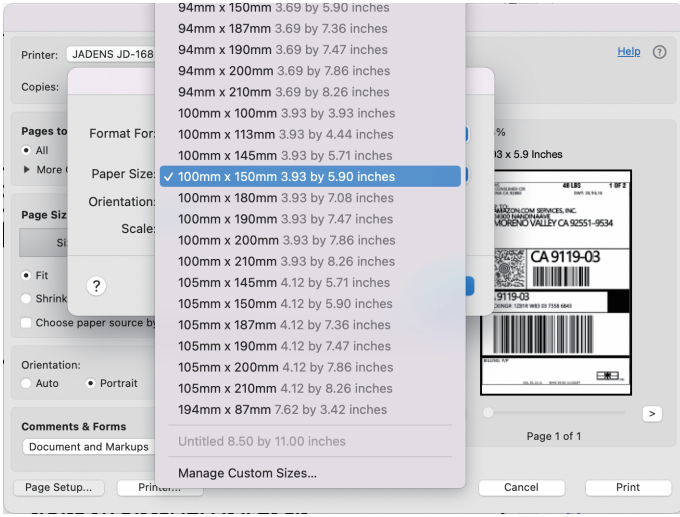


b. Click 'page setup' , you can select the page size you want to print.

Note:
Before printing, please make sure the size of thermal labels you load, and the size settings on devices are same.

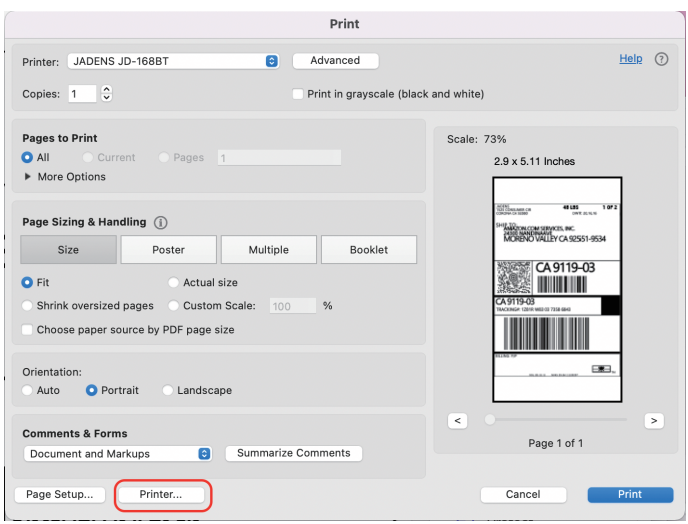


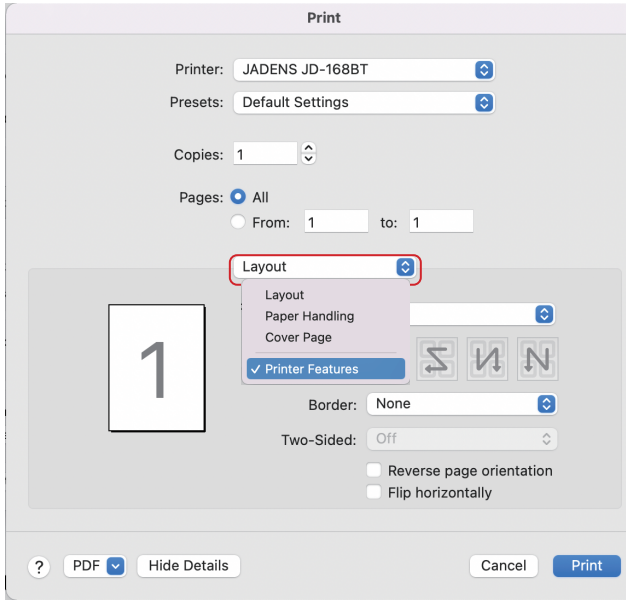


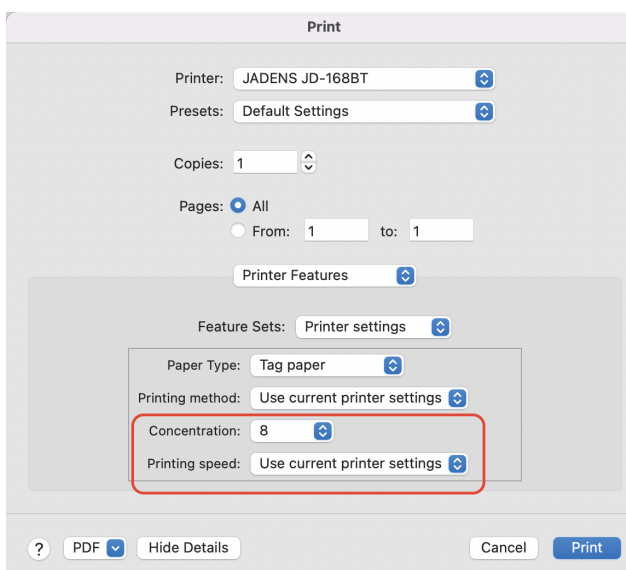

94mm x 150mm 3.69 by 5.90 inches
94mm x 187mm 3.69 by 7.36 inches
94mm x 190mm 3.69 by 7.47 inches
94mm x 200mm 3.69 by 7.86 inches
94mm x 210mm 3.69 by 8.26 inches
100mm x 100mm 3.93 by 3.93 inches
100mm x 113mm 3.93 by 4.44 inches
100mm x 145mm 3.93 by 5.71 inches
100mm x 150mm 3.93 by 5.90 inches
100mm x 180mm 3.93 by 7.08 inches
100mm x 190mm 3.93 by 7.47 inches
100mm x 200mm 3.93 by 7.86 inches
100mm x 210mm 3.93 by 8.26 inches
105mm x 145mm 4.12 by 5.71 inches
105mm x 150mm 4.12 by 5.90 inches
105mm x 187mm 4.12 by 7.36 inches
105mm x 190mm 4.12 by 7.47 inches
105mm x 200mm 4.12 by 7.86 inches
105mm x 210mm 4.12 by 8.26 inches
194mm x 87mm 7.62 by 3.42 inches
Untitled 8.50 by 11.00 inches
Manage Custom Sizes...
Printer:
JADENS JD-168
Copies:
Help
Format For:
Paper Size:
Orientation:
Scale:
Page Siz
Fit
Shrink
Choose paper source by
Orientation:
Auto
Portrait
Comments & Forms
Document and Markups
Page Setup...
Cancel
Print
CA 9119-03
Page 1 of 1

If there is no suitable size to choose 'Manage custom sizes' , input the width and height, then click 'ok'.

c. Click 'printer preference' > Choose 'Printer Feature' > set up 'Darkness' and 'Print Speed'.



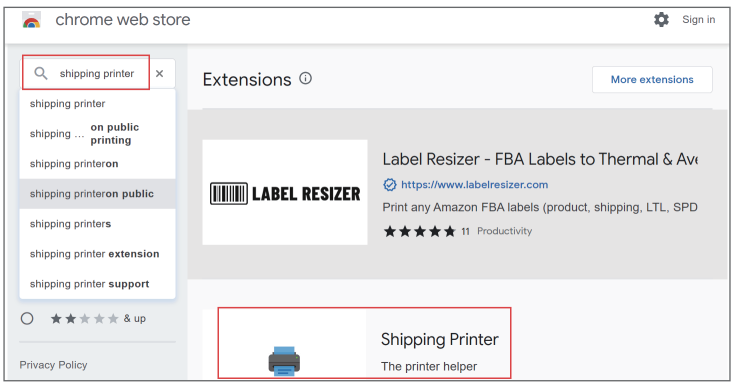

Print
Printer: JADENS JD-168BT
Presets: Default Settings
Copies: 1
Pages: All
From: 1 to: 1
Layout
Layout
Paper Handling
Cover Page
Printer Features
1
Border: None
Two-Sided: Off
Reverse page orientation
Flip horizontally
?
PDF
Hide Details
Cancel
Print

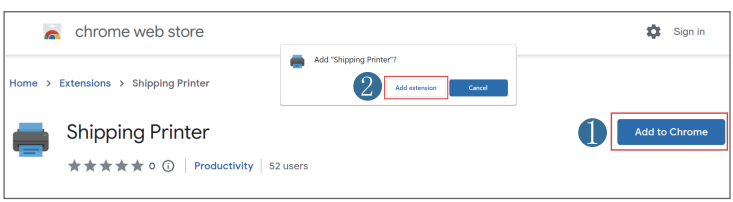

Print
Printer: JADENS JD-168BT
Presets: Default Settings
Copies: 1
Pages: All
From: 1 to: 1
Printer Features
Feature Sets: Printer settings
Paper Type: Tag paper
Printing method: Use current printer settings
Concentration: 8
Printing speed: Use current printer settings
?
PDF
Hide Details
Cancel
Print

8. Installation for Chromebook

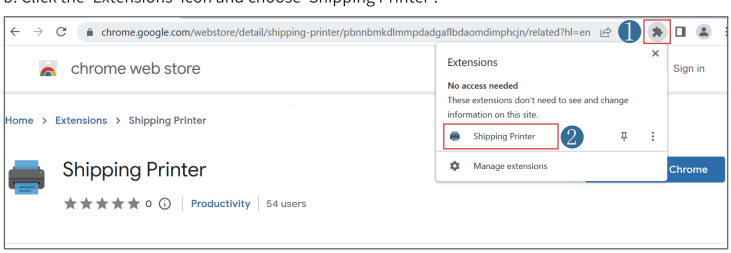
Let's show how to set up the printer connected on chromebook as below:

a. Search 'Shipping Printer' in the chrome web store and add to chrome.

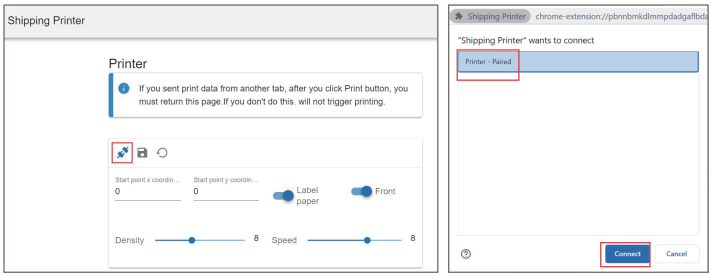




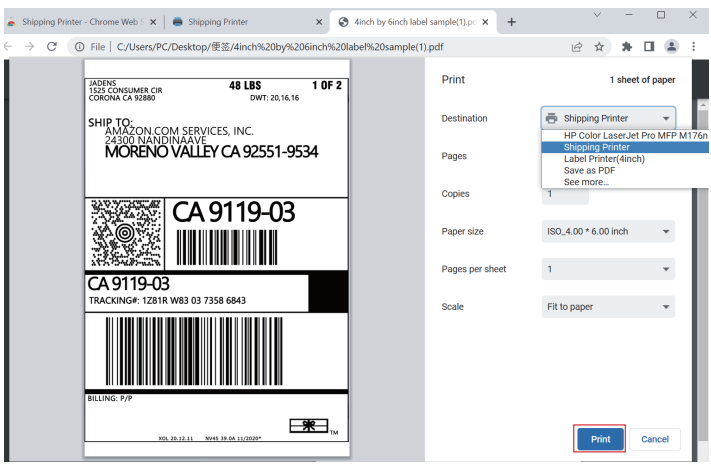
b. Click the 'Extensions' icon and choose 'Shipping Printer'.



c. Click 'Connection' icon, choose 'Printer' and then click 'Connect'.

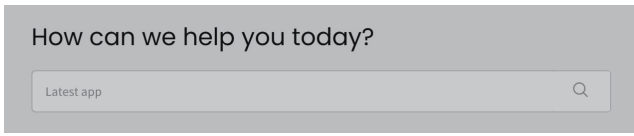


d. Open a file with chrome browser, choose 'Shipping Printer' and click 'Print'. The file will printed by Jadens printer and that means your printer has been set up.



9.Smartphone APP Setup

Go to **support.jadens.com**, find and download smartphone App and user manual for Android and iOS by search 'latest app'.



10.Important Tips: Print label of multiple size using 'Take a snap shot'

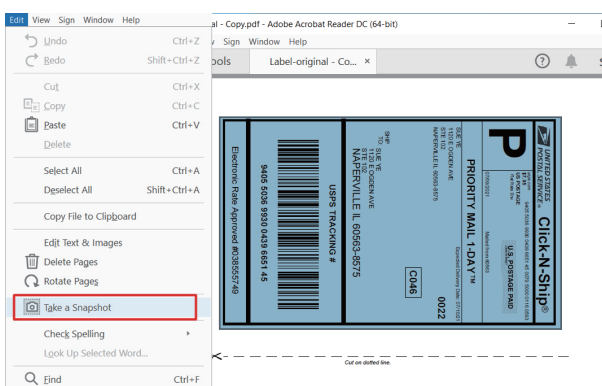
The function of 'Take a snap shot' can solve most print problem. It enables you to print the area you want . Now let us show you how to use it.

1.How to print your labels with nonstandard size.

If the printed PDF/file is unusual size such as A4 which can't be found the same size label. In this situations, you have to use the function of 'take a snapshot' to print. Here are the steps to operate.

(1).For windows:

a. Open the PDF in Adobe Reader
b. From the top panel, select 'Edit' > 'Take a Snapshot'. choose the area you want to print.



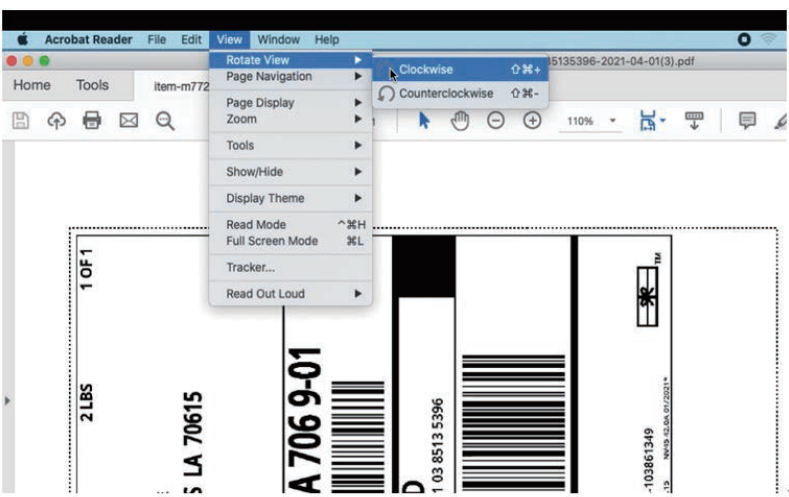
c. Click 'Print' , set up the page size same as the labels you load, then print.

Note:
Please make sure the page size match to the loaded label size. Otherwise, it is possible that it prints out over label or misaligned.

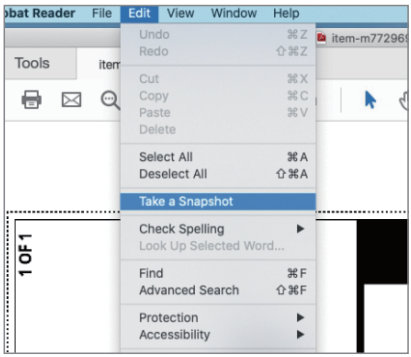
(2)For MAC

a. Find the 'File' in the top left corner of you desktop > Click 'Open' > Click 'Desktop' > Choose PDF file (or you can open the file with Adobe)

b. From the top panel, select 'View' > 'Rotate View' > 'Clockwise' so that the labels are side by side. (If the labels has laid vertically. please skip this step)

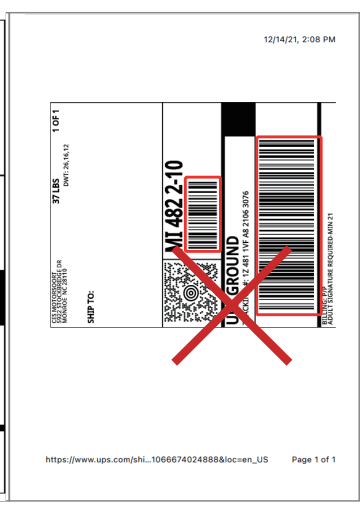


C. Next, from the top panel, select 'Edit' > 'Take a Snapshot'. Then click and drag over one of the labels that you need, so that you can print a specific range of label.



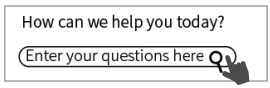
This shipping label is for UPS Ground
Remove or cover old hazardous materials labels. For exam
2 LBS
1 OF 1
SHIP TO:
LAKE CHARLES LA 70615
LA 706 9-01
UPS GROUND

2. If you want to print the label that include barcode, please make sure print out the barcode vertically in case the high temperature lead to the barcode print out blocks and can't be scanned.



11. Frequently asked question

Go to **support.jadens.com** to see FAQ

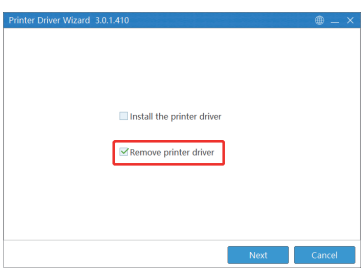


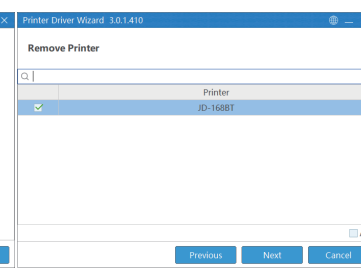
12. Pro tips

- **Anytime you change label size**, run the automatic label identification by pressing and holding the feed button until you hear one short beep.
- Press the feed button on the printer to **skip a blank label**.
- To run a self-test, press and hold the feed button until you hear two short beeps.
- Avoid using poor quality labels as they can damage the printer.
- Regularly clean the printer head as described in 18. MAINTENANCE.
- **If paper is jammed**, turn off the printer, and allow the printer head to cool down. Open the cover and ensure that the rubber is clean. If dirty, use alcohol pad to clean. Allow the area to dry off before turning the printer on.

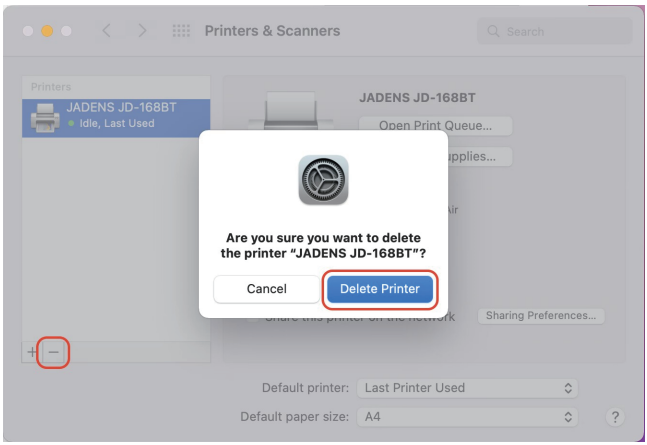
13. Driver removement

For windows:
Open the driver again and follow below steps to uninstall the driver.





For Mac:
Click 'System Preferences' > 'Printer& Scanners', click 'JADENS JD-168' > '-' > 'Delete Pinter'.



14. Specifications

Printing Method	Thermal
Resolution	203DPI
Max Printing Speed	150mm/s
Label Width	1.57''-4.1'' (40-108mm)
Label Thickness	0.08-0.2mm
Connection	USB
Input Voltage	100-240V
Power Adapter	24V / 2A
Supported Paper	Direct Thermal Labels / Paper
Supported Operating Systems	Windows MacOS Andriod iOS Chrome
Printing Life	About 700,000 Labels
Label Minimum Length	0.79''(20mm)

15. LED indicator

Light color	Description	Troubleshoot
Green	Normal operation	
Flashing Green	Printer Head is overheated	Printer will automatically resume once the printer head has cooled down.
Flashing Red (every 2 seconds)	1. Paper shortage 2.Wrong size paper	Be sure that the labels are loaded correctly. You may need to run automatic label identification(point5 at page3-4)
Flashing Red (2 times per second)	Printer cover is not fully closed	Check that the printer cover is completely closed.

16. Safety tips

- The printer head can become very hot after printing labels. Do not touch the printer head until it has cooled.
- Do not bend the power cord excessively or place objects on the cord. This could result in fire.
- Keep the printer out of reach of children.
- Use only approved accessories and do not try to disassemble or repair the unit by yourself.
- Keep the printer away from water and other objects that may destroy or damage the device.
- Printer should remain unplugged when not in use for long periods of time.

17. Maintenance

CLEANING THE PRINT HEAD

The printer head is a sensitive part of the printer and can be found on the upper part of the printer when open.

Caution: While the printer is running, the printer head can be very hot.

1. Ensure that the power switch is OFF, remove the power cord, and open the cover. Wait several moments to ensure that the printerhead cools down.
2. Completely clean the printer head using an alcohol swab. Any 70% Isopropyl Alcohol pad would work. Please do not use water.
3. Wait 2-3 minutes until the alcohol has completely dried, then close the cover.
4. Connect the power cord and print a test page to check if it is clean.

Can we help?
For further assistance please contact

JADENS®

support@jadens.com

1-833-470-2950
at 10am to 10pm EST

support.jadens.com

Scan the below QR code to talk with us

Customer Support

Scan or upload this QR code using the WhatsApp camera to add us